

Important Information Regarding: Cyclone Vania

Issued: 14th January 2011

Applies to all Cover-More products

The following advice relates to policies issued before the 14th January 2011.

An article found on HeraldSun.com advised on the 14th January 2011:

“PEOPLE in Vanuatu are being urged to stay inside their homes and avoid the ocean, as tropical Cyclone Vania whips up gale force winds in the Pacific.

Wind speeds peaked at 95km/h and people in the Tafea Province, in Vanuatu's south, were advised by the authorities to stay indoors today, avoid the ocean and listen for updates, Radio New Zealand International reported.

Cyclone Vania was expected to move close to the Loyalty Islands - a province in New Caledonia - this afternoon.”

ADDITIONAL ACCOMMODATION AND TRANSPORT EXPENSES

There is provision to cover reasonable additional accommodation and transport expenses incurred on your journey resulting from a natural disaster, including where:

- i. your pre-paid accommodation or transport arrangements have been directly affected by the cyclone
- ii. you have been forced to evacuate an area by local authorities due to the threat of the cyclone.

You must however take all reasonable steps to minimise your claim and keep itemised receipts for additional accommodation and transport expenses.

When submitting your claim you will need to provide written confirmation from the transport provider of the length of the delay along with itemised receipts for the accommodation and transport expenses incurred.

AMENDMENT OR CANCELLATION COSTS

There is provision to claim Amendment costs if your pre-paid accommodation or transport arrangements been directly affected by the cyclone prior to you leaving your home to begin your Journey. There is also provision to claim for cancellation costs for the parts of your Journey which have been directly affected by the cyclone.

Please contact your travel agent or travel provider regarding the best option for you in altering your trip. You must take all reasonable steps to minimise your claim and keep documentation showing what your original planned pre-paid arrangements were, along with receipts and documentation showing what your new arrangements are. The policy provides cover for amendment or cancellation (whichever is less).

No cover will be provided for the utilised portion of prepaid travel arrangements. If you are claiming additional accommodation or transport expenses there is no provision to also claim for the cancellation cost of pre-paid travel arrangements for the same period. The policy also excludes cover for loss of enjoyment.

There is no provision to claim for amendment or cancellation costs if your pre-paid accommodation or transport arrangements are operating as scheduled.

This advice will be updated as new information comes to hand.

Should you have any further enquiries please contact our Customer Service Team on 1300 72 88 22.